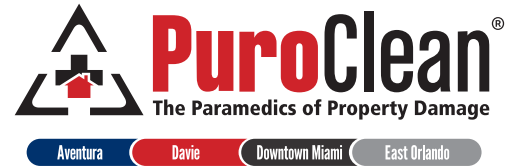


# RESPONSE TIME



## Response time to the site for emergency situations:

A **PuroClean** representative will respond within 15 minutes of your initial call. Our emergency response team will be on-site within 2 hours after making contact with the authorized building personnel, ensuring a prompt and efficient emergency response.

## Response time for after-hours/weekends:

For after-hours, weekends, and holiday emergencies, a PuroClean representative will respond within 15 minutes of your initial call. Once contact is made with the authorized building personnel, our emergency response team will be on-site within 90 minutes to 3 hours, ensuring a swift and effective response.

## Mobilization during major emergencies such as Hurricanes:

Our team is prepared to mobilize as quickly as possible during major emergencies such as hurricanes. However, response times depend on several factors, including road access, power availability, curfews, employee safety, and the extent of the damage in the affected area. Our commitment is to serve our customers in the safest and most efficient timeframe.

For clients enrolled in our Customer Loyalty Program, we provide priority service, ensuring your property receives immediate attention once authorities clear the area for safe entry. Our commitment is to respond swiftly while prioritizing safety and efficiency to restore your property as soon as conditions allow.



Aventura Davie Downtown Miami

**24/7 Emergency Response**

**(305) 907-7373**

**oncall.ADM@puroclean.com**

**[www.puroclean.com/pa-fl](http://www.puroclean.com/pa-fl)**

Water

Fire

Mold

Biohazard

**Water**

**Fire**

**Mold**

**Biohazard**